

Introduction

Victim care is a key component of the Department of Defense's (DoD) efforts to prevent and respond to sexual assault. As part of victim care, the Department launched DoD Safe Helpline as a crisis support helpline for adult Service members of the DoD community affected by sexual assault. Safe Helpline provides confidential, live, one-on-one expert advice and information worldwide.

Safe Helpline is intended to address two needs. First and foremost, we want to ensure victims have access to care. That care can be provided through DoD or by civilian care centers – whichever route the victim desires. Through this helpline, victims will be able to get connected to those who can help.

The other benefit of this service is that we hope it will encourage more victims to come forward and report the sexual assault. Research tells us when victims receive needed care and support they begin to have confidence in the response system. In turn, that confidence increases the likelihood they will participate in the criminal justice process.



The Department of Defense Sexual Assault Prevention and Response Office (SAPRO)



SAPRO is the organization responsible for the oversight of DoD sexual assault policy. The Department has implemented a comprehensive sexual assault prevention and response policy to ensure the safety, dignity and well being of all members of the military community.

Our men and women serving throughout the world deserve nothing less, and their leaders – both military and civilian – are committed to maintaining a workplace environment that rejects sexual assault and reinforces a culture of prevention, response and accountability.

www.sapr.mil

The Rape, Abuse & Incest National Network (RAINN)



RAINN is the nation's largest anti-sexual violence organization. RAINN created and operates the National Sexual Assault Hotline (800-656-HOPE) in partnership with over 1,100 local rape crisis centers nationwide. RAINN also runs the National Sexual Assault Online Hotline (online.rainn.org). Together, the hotlines have helped more than 1.6 million people since 1994.

www.RAINN.org

Want to go mobile?

The DoD Safe Helpline app gives members of the DoD community on-the-go access to resources and tools to help manage the short- and long-term effects of sexual assault. To download the free DoD Safe Helpline app, visit the App Store or Google Play.



Live 1-on-1 Help Confidential Worldwide 24/7

Help is just a



Click,



Call or

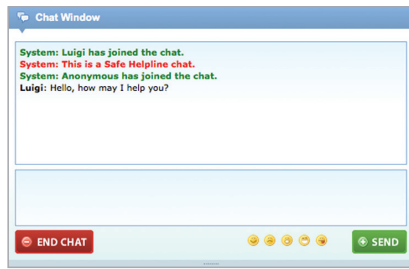


Text away!

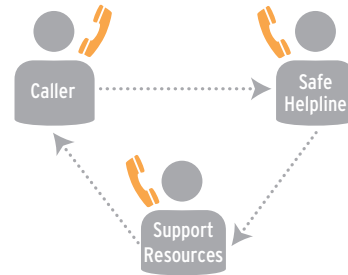
A confidential and anonymous sexual assault helpline for the DoD community.



Visit www.SafeHelpline.org for more information.



Users will receive live, one-on-one confidential help with a trained professional through a secure instant-messaging format. The website also provides vital information about recovering from and reporting sexual assault. This service can also be accessed via a format for mobile phones.



Callers will speak with trained Safe Helpline staff for personalized advice and support. If desired, Safe Helpline staff can transfer callers to their local Sexual Assault Response Coordinators (SARCs)/On-call SAPR Victim Advocates (VAs), civilian rape crisis centers, Military OneSource, or the National Suicide Prevention Lifeline.



TEXT: Text your location to 55-247 inside the U.S. and 202-470-5546 outside the U.S.

Users will receive contact information for support resources at the nearest installation or base. Available support includes SARCs; medical, legal, and spiritual personnel and military police; civilian sexual assault service providers, and the Department of Veterans Affairs.

Safe Helpline Users

Safe Helpline is available to adult Active Duty, Reserve and National Guard members consistent with DoD sexual assault prevention and response (SAPR) policy as well as Coast Guard and Transitioning Service Members (TSMs). TSMs are defined as Service members separating from the U.S. Armed Forces through a voluntary or involuntary retirement; end of service commitment; a medical discharge; voluntary or involuntary discharge; and/or release from Active Duty. Safe Helpline adheres to state mandatory reporting laws concerning persons under the age of 18 and the elderly.

Safe Helpline Operator

Safe Helpline is administered by the Department of Defense via a contract with the non-profit Rape, Abuse & Incest National Network (RAINN), the nation's largest anti-sexual violence organization, through a contractual agreement with the Sexual Assault Prevention and Response Office (SAPRO). Safe Helpline staff has been trained on the unique needs of those living and working in the DoD community and know about the resources available on and off military bases and installations around the world.

Have Questions?

To whom will I be referred for further help?

If you want to access resources within DoD, you'll be connected with the local Sexual Assault Response Coordinator (SARC)/On-call SAPR Victim Advocate (VA) or other military resources of your choosing. Safe Helpline staff will attempt to get the SARC/On-call SAPR VA on the phone with you to allow for a "warm" hand-off transfer.

Should you not want DoD resources, you can be connected to a civilian sexual assault service provider.

What happens if someone not tied to DoD contacts Safe Helpline?

Individuals outside of the DoD community who contact Safe Helpline to receive sexual assault related services will be transferred to RAINN's National Sexual Assault Hotline.

Will I be asked for identifying information?

No, Safe Helpline staff will not ask for any information that could identify you, such as your name or address. Should you volunteer to offer any of that information, Safe Helpline will not provide it to DoD or your chain of command.

What has been done to ensure that my information cannot be traced?

Safe Helpline is built on an innovative communications infrastructure that integrates security and anonymity at every level. Several features have been built in to provide this unique support, including:

- The online helpline does not capture your IP address. No records will ever be kept of your online session.
- No transcripts are saved after your online session. Once you close the chat window, your text is not retrievable.
- All data is encrypted to ensure that your online chat text cannot be intercepted and read while in transmission.

What kind of data will be captured by Safe Helpline?

Safe Helpline will not store any unique personal information about you. However, to help understand usage patterns, Safe Helpline staff will note if you voluntarily provide non-identifying data such as Military Service or age range. That data will be aggregated and provided to DoD to assist in program evaluation.